

ROQ

Return on Quality

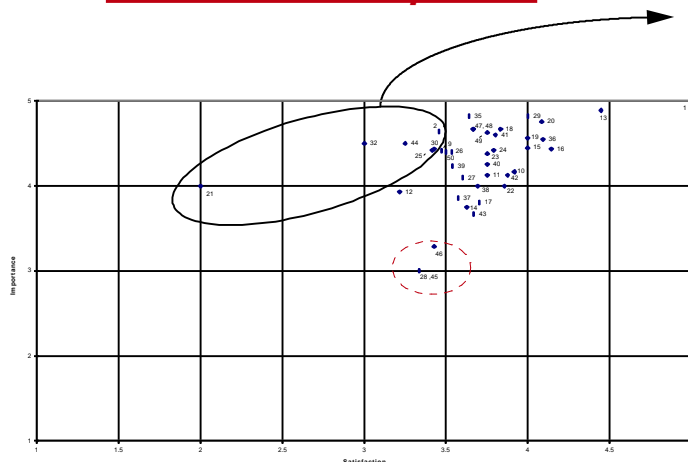


BUS-2 Products Satisfy DOE-AL Needs

In order to have a balanced business planning process, BUS obtains feedback regarding its products and processes from four sources: Internal Customers, Stakeholders, Employees and Suppliers. For example, the Quality Support Office recently conducted Voice of the Customer/Stakeholder Training with DOE-AL Budget and Finance customers (BRMD, AFSC, STTD, MRD, etc). Immediately following the training, BUS personnel interviewed their DOE counterparts regarding BUS-2 products/services, and the regarding the effectiveness of BUS-2's delivery of these products/services. DOE-AL stakeholders were then asked to rank each product/service in terms of importance and satisfaction. The resultant rankings are seen in the Opportunity Map below. Overall, the DOE-AL stakeholders appear satisfied with BUS-2's services. The stakeholders are extremely happy with the products/services identified with a bullet. Relatively speaking, the stakeholders would like to see some improvement in the products/services identified with an arrow. This approach to stakeholder VOC allows BUS-2 management to prioritize their improvement efforts, focusing on the least satisfying products/services first.

Survey Results

DOE-AL Perceptions



Budgeting Group Products for DOE-AL

- 1. ADS Budget / Five Year Plan
- 2. Distribution / allocation / management of funding
- 9. B & R maintenance / interface
- 10. Receiving & balancing FIN plans
- 11. Risk Assessment / analysis
- 12. Indirect Analysis
- 13. Budget Books
- 14. Other books (e.g. Tech Task Plans, Annual Accomplishments)
- 15. Special budget submissions
- 16. Program/Budget Briefings
- 17. Annual Spend Plan
- 18. Audit Liaison for IG & GAO / response to audit findings
- 19. Appendix F performance measure reporting / reviews
- 20. Ad Hoc Inquiries and Reports
- 21. Annual report of NRC equipment
- 22. Manpower report
- 23. Capital Equipment & Construction Reports
- 24. Uncosted/Unobligated Reports
- 25. WFO proposals
- 26. WFO program maintenance, monitoring, and reporting
- 27. Quarterly phasing reports
- 28. Millunzi Report
- 29. FIS Report
- 30. Undistributed Cost Report
- 32. Collections reports
- 35. Closing Exercise
- 36. OPAC Processing
- 37. Contractor Employment Distribution by program
- 38. Financial presentations
- 39. Project close-out / deobligation requests
- 40. Field work proposals (funding requests)
- 41. Special purpose schedules
- 42. Cross-cut budgets for planning
- 43. Work Authorization Processing
- 44. CWIP balances
- 45. FIVRs and FIVRs phasing
- 46. Copies of financial transactions with foreign govts.
- 47. MIPRS receipt
- 48. Cost Estimate Worksheets
- 49. NIH grant proposals
- 50. Organizational rate changes